IN THE CLAIMS:

1. (Original): A call management method implemented using a call routing engine, the method comprising:

    receiving at the engine a first call management message for causing the engine to initiate establishment of one of a first connection and a second connection, the first connection being via a public network and also being between one called device and a calling device, the second connection being via the network and also being among the calling device, the one called device, and another called device, the calling device being previously connected to the another called device via the network prior to receipt of the message at the engine; and

    issuing from the engine, in response to the receipt of the first call management message at the engine, a second call management message specifying a DTMF sequence for provision to the network to cause the network to initiate the establishment of the one of the first connection and the second connection.

2. (Original): A method according to claim 1, wherein the first call management message is issued from the another called device to the engine.

3. (Original): A method according to claim 1, further comprising:

    receiving at the another called device the second call management message; and

    in response receipt of the second call management message at the another called device, providing from the another called device to the network the DTMF sequence.

4. (Original): A method according to claim 3, wherein the DTMF sequence is provided to the network from the another called device via a third connection that existed, via the

3   network, between the another called device and the calling device prior to the receipt of

4   the first call management message at the engine.

1   5. (Original): A method according to claim 1, wherein the first connection is for facili-

2   tating a call transfer operation.

1   6. (Original): A method according to claim 1, wherein the second connection is for fa-

2   cilitating a call conferencing operation.

1   7. (Original): A method according to claim 1, wherein the one called device and the an-

2   other called device each comprise a respective ACD, and the network is a public

3   switched telephone network.

1   8. (Original): A method according to claim 4, further comprising:

2   in response to the receipt of the second call management message at the another

3   called device, terminating the third connection.

1   9. (Original): A call management apparatus, comprising:

2   a call routing engine that receives a first call management message for causing the

3   engine to initiate establishment of one of a first connection and a second connection, the

4   first connection being via a public network and also between one called device and a

5   calling device, the second connection being via the network and also being among the

6   calling device, the one called device, and another called device, the calling device being

7   previously connected to the another called device via the network prior to receipt of the

8   message by the engine; and

3

9   the engine issuing, in response to the receipt of the first call management message

10   by the engine, a second call management message specifying a DTMF sequence for pro-

11   vision to the network to cause the network to initiate the establishment of the one of the

12   first connection and the second connection.

1   10. (Original): An apparatus according to claim 9, wherein the another called device is-

2   sues the first call management message to the engine.

1   11. (Original): An apparatus according to claim 9, wherein:

2   the another called device receives the second call management message; and

3   in response receipt of the second call management message by the another called

4   device, the another called device provides to the network the DTMF sequence.

1   12. (Original): An apparatus according to claim 11, wherein the another called device

2   provides DTMF sequence to the network via a third connection that existed, via the net-

3   work, between the another called device and the calling device prior to the receipt of the

4   first call management message by the engine.

1   13. (Original): An apparatus according to claim 9, wherein the first connection is for

2   facilitating a call transfer operation.

1   14. (Original): An apparatus according to claim 9, wherein the second connection is for

2   facilitating a call conferencing operation.

1 15. (Original): An apparatus according to claim 9, wherein the one called device and the

2 another called device each comprise a respective ACD, and the network is a public

3 switched telephone network.

1 16. (Original): An apparatus according to claim 11, further comprising:

2 in response to the receipt of the second call management message at the another

3 called device, the another called device initiates termination of a previously-established

4 connection between the calling device and the another called device.

1 17. (Original): A call management system, comprising:

2 means for receiving at the engine a first call management message for causing the

3 engine to initiate establishment of one of a first connection and a second connection, the

4 first connection being via a public network and also between one called device and a

5 calling device, the second connection being via the network and also being among the

6 calling device, the one called device, and another called device, the calling device being

7 previously connected to the another called device via the network prior to receipt of the

8 message at the engine; and

9 means for issuing from the engine, in response to the receipt of the first call man-

10 agement message at the engine, a second call management message specifying a DTMF

11 sequence for provision to the network to cause the network to initiate the establishment of

12 the one of the first connection and the second connection.

1 18. (Original): A system according to claim 17, wherein the first call management mes-

2 sage is issued from the another called device to the engine.

1 19. (Original): A system according to claim 17, further comprising:

5

2   means for receiving at the another called device the second call management mes-

3   sage; and

4   means for, in response receipt of the second call management message at the an-

5   other called device, providing from the another called device to the network the DTMF

6   sequence.

1   20. (Original): A system according to claim 19, wherein the DTMF sequence is pro-

2   vided to the network from the another called device via a third connection that existed,

3   via the network, between the another called device and the calling device prior to the re-

4   ceipt of the first call management message at the engine.

1   21. (Original): A system according to claim 17, wherein the first connection is for fa-

2   cilitating a call transfer operation.

1   22. (Original): A system according to claim 17, wherein the second connection is for

2   facilitating a call conferencing operation.

1   23. (Original): A system according to claim 17, wherein the one called device and the

2   another called device each comprise a respective ACD, and the network is a public

3   switched telephone network.

1   24. (Original): A system according to claim 19, further comprising:

2   means for, in response to the receipt of the second call management message at

3   the another called device, terminating a previously-established connection between the

4   calling device and the another called device.

1 25. (Original): Computer-readable memory comprising computer-executable program

2 instructions for use in call management, the instructions, when executed, causing:

3 receiving at the engine of a first call management message for causing the engine

4 to initiate establishment of one of a first connection and a second connection, the first

5 connection being via a public network and also between one called device and a calling

6 device, the second connection being via the network and also being among the calling

7 device, the one called device, and another called device, the calling device being previ-

8 ously connected to the another called device via the network prior to receipt of the mes-

9 sage at the engine; and

10 issuing from the engine, in response to the receipt of the first call management

11 message at the engine, of a second call management message specifying a DTMF se-

12 quence for provision to the network to cause the network to initiate the establishment of

13 the one of the first connection and the second connection.

1 26. (Original): Memory according to claim 25, wherein the first call management mes-

2 sage is issued from the another called device to the engine.

1 27. (Original): Memory according to claim 25, wherein the instructions, when executed,

2 also cause:

3 receiving at the another called device of the second call management message;

4 and

5 in response receipt of the second call management message at the another called

6 device, providing from the another called device to the network of the DTMF sequence.

1 28. (Original): Memory according to claim 27, wherein the DTMF sequence is provided

2 to the network from the another called device via a third connection that existed, via the

3   network, between the another called device and the calling device prior to the receipt of

4   the first call management message at the engine.

1   29. (Original): Memory according to claim 25, wherein the first connection is for facili-

2   tating a call transfer operation.

1   30. (Original): Memory according to claim 25, wherein the second connection is for fa-

2   cilitating a call conferencing operation.

1   31. (Original): Memory according to claim 25, wherein the one called device and the

2   another called device each comprise a respective ACD, and the network is a public

3   switched telephone network.

1   32. (Original): Memory according to claim 27, wherein the instructions, when executed,

2   also cause:

3   in response to the receipt of the second call management message at the another

4   called device, terminating of a previously-established connection between the calling de-

5   vice and the another called device.

1   33. (New): A call management method, comprising:

2   receiving a post-route request having a destination;

3   issuing a Dual Tone Multiple Frequency (DTMF) sequence, the DTMF sequence

4   describing the destination of the post-route request; and

5   establishing, in response to the DTMF sequence, a connection with the destination

6   of the post-route request.

1   34. (New): A call management apparatus, comprising:

2   a call routing engine to receive a post-route request having a destination, issue a

3   Dual Tone Multiple Frequency (DTMF) sequence, the DTMF sequence describing the

4   destination of the post-route request, and establish, in response to the DTMF sequence, a

5   connection with the destination of the post-route request.